

Customer Success

Solution Profiles



Call Center

The customer provides call center and contact center recording solutions for Fortune 1000 businesses. The company needed a dedicated private cloud solution in the eastern region of the United States along with a PoP in the UK and a disaster recovery environment located in the western region of the United States.

The compliance and regulatory requirements of these Fortune 1000 companies are very stringent. The customer required a 24/7 'always on' deployment and a fully managed dedicated private cloud, with a performance-backed SLA agreement.

Lume provides management and support for all of the customer's environments and interfaces with the customer, and their clients, on a weekly basis as an extension of their team. Lume's solution has consistently been able to meet the needs of this customer and the stringent requirements of publicly traded companies.



BUSINESS TYPE

Public

ANNUAL REVENUE

\$1 Billion

INDUSTRY

Enterprise Call Center

NEED(S)

- Improve performance and scalability
- Multiple PoPs
- Performance-backed SLA
- PCI compliance requirements
- Infrastructure management

SOLUTION(S)

- Multiple data center deployment
- Dedicated private cloud
- Disaster recovery

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Financial and Accounting Services

The customer is one of the largest tax preparation firms in the country for small businesses, with a supporting financial services division. The customer required a dedicated private cloud solution in the eastern region of the United States with a disaster recovery solution in the western region.

The personal and financial information they interact with is highly sensitive and must meet the requirements of most modern compliance frameworks, including HIPAA and PCI.

Lume designed and deployed a multi-cloud hybrid solution that consists of on-premise infrastructure as well as a dedicated private cloud that utilizes multiple data center locations, as well as a VDI solution for their 300+ employees.



BUSINESS TYPE

Private

ANNUAL REVENUE

\$40 Million

INDUSTRY

Financial Services, Accounting

SOLUTION(S)

- Multiple data center deployment
- Dedicated private cloud
- Disaster recovery
- On-premise cloud
- VDI (Virtual Desktop Infrastructure)

NEED(S)

- Hybrid cloud integration and management
- Support remote and work from home employees
- Meet security and PCI compliance requirements
- Improve performance and scalability

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Architecture and Design

The customer is an architecture and design firm with over 40 employees that specializes in commercial real estate, hospitality, and restaurants. The firm has four office locations with several work-from-home employees and remote contractors.

The company was using all physical infrastructure that was hosted on-premise. As it was time for a hardware refresh, the company decided to migrate everything to the cloud instead of purchasing new hardware. The company also needed to deploy a VDI solution for their employees and remote workers.

Lume engineered a private cloud solution that was deployed in a centralized location from their offices and remote workers. Given the type of files, workflows, and applications the customer is required to use, the VDI solution was engineered with GPU capabilities to meet performance requirements. A secondary, disaster recovery site was deployed for backups.



BUSINESS TYPE

Private

ANNUAL REVENUE

\$10 Million

INDUSTRY

Architecture, Design

NEED(S)

- Hardware refresh
- Migrate from on premise infrastructure to the cloud
- Support remote workers and contractors
- Increased performance and scalability

SOLUTION(S)

- Private cloud
- VDI solution designed for GPU-intensive applications
- Managed backups for disaster recovery

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Construction

The customer is an Atlanta-based construction company that specializes in municipalities, restaurants, and non-profit projects. The company has approximately 25 project managers across the state.

The customer needed to deploy a managed VDI solution for all of their remote workers and third-party contractors, that would let them take advantage of BYOD (Bring Your Own Device) flexibility.

Lume provided them with a VDI solution managed and hosted from the Atlanta data center. The solution was a mix of traditional Business Desktops as well as GPU Desktops for the customer's engineering users.



BUSINESS TYPE

Private

ANNUAL REVENUE

\$15 Million

INDUSTRY

Construction

NEED(S)

- Support remote workers and contractors
- Centralized storage for accessing data and documents
- Increased performance and scalability

SOLUTION(S)

- Business and GPU Desktop VDI
- Managed backups for disaster recovery

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Law Firm

The customer is a national litigation firm with particular expertise in construction and high-exposure, catastrophic cases. The company has more than 200 attorneys, along with support and admin staff.

The customer has multiple office locations, each of which required network upgrades and new on-premise hardware to become 'cloud-ready'. The company needed to deploy a dedicated private cloud solution that could support all of the firm's applications and data. The customer also needed a disaster recovery environment and needed management of all infrastructure environments.

Lume upgraded the network hardware for all office locations and deployed a fully managed, dedicated private cloud solution with a geographically diverse disaster recovery site.



BUSINESS TYPE

Private

ANNUAL REVENUE

\$41 Million

INDUSTRY

Legal Services

NEED(S)

- Migrate from on premise infrastructure to the cloud
- Improve on-site network connectivity
- Increased performance and scalability

SOLUTION(S)

- Dedicated HA private cloud
- Network redesign and upgrade
- Geo-redundant disaster recovery

Customer Success

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Hospitality and Recreation

The customer has over 500 locations across Northern America. The company needed to update their legacy application that was hosted on-premise and used for all e-commerce transactions.

The company required a PCI compliant solution that could handle the payment and reservation transactions for all 500+ locations.

Lume engineered and deployed a PCI compliant-ready, dedicated private cloud solution that utilized dedicated hosts located in the western region of the United States, along with a geographically diverse environment for their disaster recovery.



BUSINESS TYPE

Private

ANNUAL REVENUE

\$100 Million

INDUSTRY

Recreation, Hospitality

NEED(S)

- Upgrade legacy software
- Migrate from on premise infrastructure to the cloud
- PCI compliance
- Increased performance and scalability

SOLUTION(S)

- Dedicated private cloud
- Advanced management and monitoring
- Disaster recovery